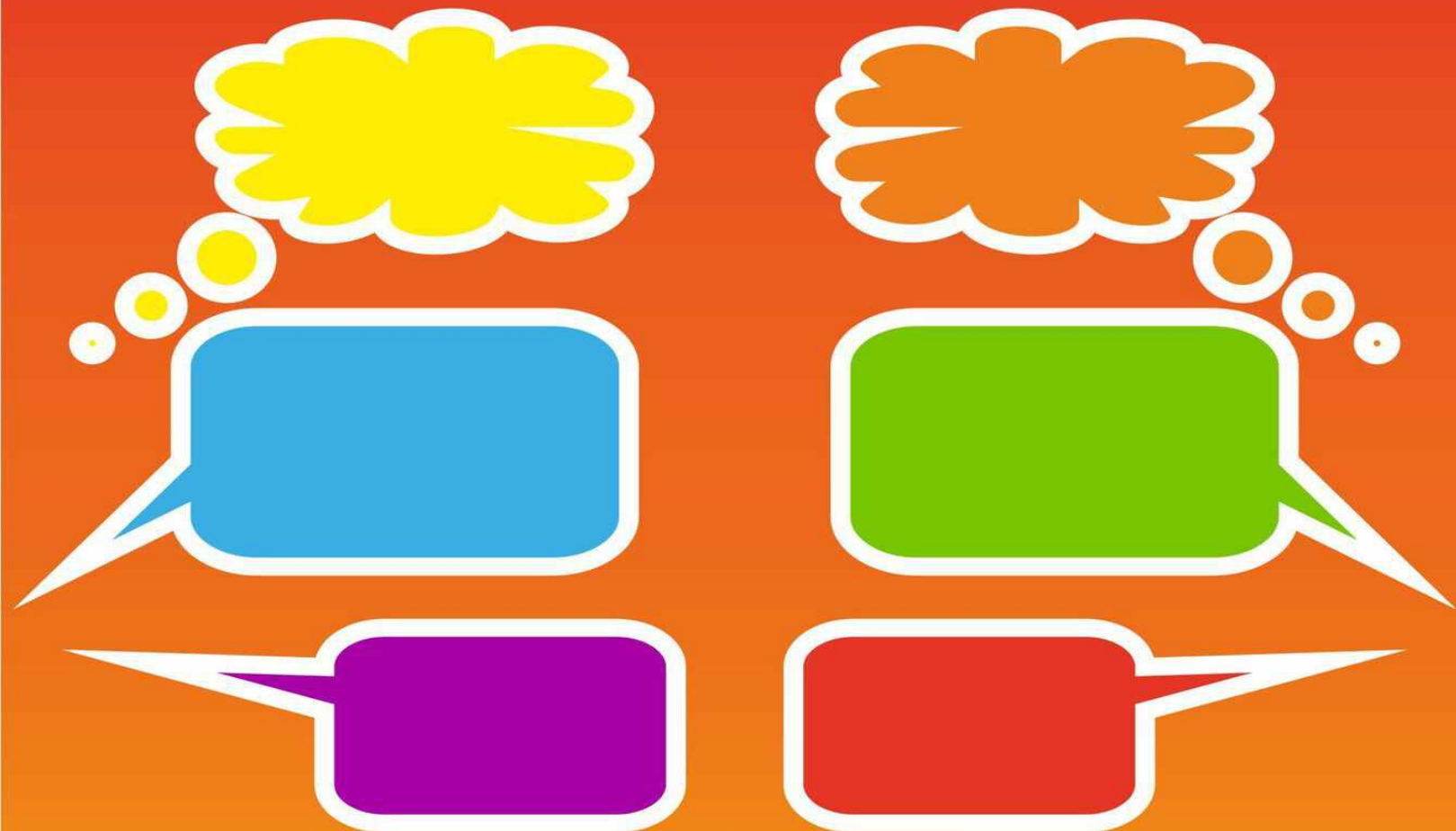


ADVANCED ENGLISH CONVERSATIONS

BOOK 2

Speak like a Native Speaker



Kanchan Suyash

ADVANCED ENGLISH CONVERSATIONS -
BOOK 2

SPEAK LIKE A NATIVE SPEAKER

KANCHAN SUYASH

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Conversation 1

Rental Agent: Good morning! Ace accommodation, how can I help you?

Client: Good morning, I'd like to organise a short stay accommodation on the Gold Coast. Please.

Rental Agent: Certainly, who am I speaking to?

Client: Miss Mackinlay. Sylvia Mackinlay.

Rental Agent: Spell your family name, please.

Client: its M-A-C-K-I-N-L-A-Y.

Rental Agent: Thank you. And your first name is Sylvia?

Client: Yes.

Rental Agent: Is that with an 'i' or a 'y'?

Client: A 'y'—the old fashioned way. That's S-Y-L-V-I-A.

Rental Agent: Thank you, Miss Mackinlay. Now, just for our records, can you tell me what country you live in?

Client: Of course—it's England actually.

Rental Agent: I thought so. Now, when are you coming?

Client: Well, at the moment we're planning on arriving on July 26th.

Rental Agent: Ooh, the 25th, that's the last day of the public holiday and it might be difficult to find something available on that date.

Client: No, we're coming on the 26th of July.

Rental Agent: Oh, well that's fine then. We'll have lots of good places vacant by then although you wouldn't be able to move in until late afternoon because our cleaning crew will need time to get everything ready for you.

Client: That suits us—our flight won't get in until early evening anyway.

Rental Agent: How many of you will there be?

Client: Just my sister and myself.

Rental Agent: And how long do you intend to stay?

Client: Oh, only a couple of weeks, we'd like to stay longer but we'll have to get back to work.

Rental Agent: So, you're not coming on business then?

Client: No, it's just a holiday. Why? What difference does that make?

Rental Agent: Oh you'd be surprised. Business people have different needs you know. Wireless internet, even fax machines and photocopies.

Client: No, we won't need any of that stuff, we'll be coming to relax and

get away from all that kind of thing.

Rental Agent: Good. Now, what exactly are you looking for? A house, a duplex or an apartment?

Client: What's a duplex?

Rental Agent: Oh, that's what you might call a townhouse or a unit—you know, two houses semi-detached on the same property.

Client: Oh, I see. I think an apartment will suit us just fine.

Rental Agent: And how many bedrooms? Two?

Client: One or two—it depends on the size. My sister and I don't mind sharing if it's a decent size bedroom with two beds.

Rental Agent: Well, that makes it easier. And car parking? Will you require a lock-up garage? They're a little harder to find with an Apartment.

Client: We'll have a hire car and as far as I know there are no regulations concerning car parking. I think as long as it's not parked on the street and it's secure there shouldn't be any problems.

Rental Agent: Okay. Now, I'm assuming you want something by the beach?

Client: Yes, that's the idea. We want to enjoy the surf, sand and sunshine.

Rental Agent: Okay, but before we settle on an area and discuss your price range, I'll need to know about other necessities.

Client: What do you mean?

Rental Agent: Well, for example, do you want to be close to a shopping mall or the casino or the fun parks? Or do you want to be in a complex with or near a swimming pool?

Client: No, none of that really matters to us but we'd like to have reasonable access to the motorway so that we can drive up to Brisbane to visit friends there.

Rental Agent: Well, there are quite a few lovely small towns to choose from. There's Main Beach which is north of Surfers' Paradise or Mermaid Waters which is a bit further south or Palm Beach which is quite a bit further south?

Client: Mermaid Waters sounds delightful. Is it close to the motorway?

Rental Agent: Well, not really, the M 1 is actually closest to Palm Beach and prices are likely to be more reasonable there too.

Client: That's settled then, Palm Beach it is.

Rental Agent: Now, if you'll just give me your email address, I can send you information about the town and lots of photos.

Client: Well, my email is S-M-A-C 13 at hotmail dot com.

Rental Agent: And, one final thing, how much are you looking to spend per week on accommodation? Do you want something at the luxury end of the market—you know, newly redecorated, great views, all the mod cons ...

Client: Not necessarily. Could we get something clean, comfortable and reasonable for \$1200 a week?

Rental Agent: Could you stretch that to 1500 a week? I've got a property in mind that you'll absolutely love but you'd have to go to 1500. 1200 wouldn't cover it.

Client: Alright, then. But that's our top limit.

Rental Agent: Good. I'll get on to this straight away and there should be something in your inbox shortly.

Conversation 2

Employment Agency: Able Employment. How may I help you?

Bowen: I saw your advertisement in the Daily Gazette.

Employment Agency: Oh, yes.

Bowen: And I'd like to register with you. I'm a student, but I've got a long holiday coming up.

Employment Agency: Certainly. I'll just get the form ready ... OK. Let me take your details.

Bowen: Sure.

Employment Agency: Can I have your full name?

Bowen: It's Bowen, James Bowen, B-O-W-E-N.

Employment Agency: Right. And your address, please.

Bowen: Well, just now I'm staying at the Youth Hostel ...

Employment Agency: I see.

Bowen: But I'm moving into a flat on Friday.

Employment Agency: Well, give me that one, then.

Bowen: It's 4 Lion, like the animal, Road, Melford MF4 5JB.

Employment Agency: OK. And then I need to have a phone number for you.

Bowen: Er, I don't know the number at the flat yet, but I could give you my mobile, that's 09954 721822 - would that do?

Employment Agency: For the time being. But if you can let me know your new number when you can ...

Bowen: Of course.

Employment Agency: Now ... qualifications. What qualifications have you got - I mean post-16 qualifications?

Bowen: Well, I stayed on at school till eighteen and got my A levels.

Employment Agency: Fine. Anything else? You said you were a student?

Bowen: Yes ... and then I've done two years at college, so I've got my History Diploma - though I don't know how useful that'll be for getting a job!

Employment Agency: Well, it depends - everything counts in some way.

Bowen: And I also did an IT course this year, and that got me my Computer Skills Certificate, which I certainly hope is relevant. It's different anyway. That's all, really.

Employment Agency: That's quite a good range. And what about on the practical side ... What work experience have you got?

Bowen: Well, not too much, because I've mainly been studying.

Employment Agency: Yes.

Bowen: But two summers ago I worked, just as general assistant, in a hospital for about three months. It was quite hard, but very interesting.

Employment Agency: OK. Anything else?

Bowen: If you include part-time work ...

Employment Agency: Oh yes.

Bowen: I've often worked in the college holidays as a tour guide, showing visitors round. That's quite enjoyable, meeting people.

Employment Agency: I'm sure. Hmm, now onto interests. There's space here for two - what would you say?

Bowen: Two ... er, well, I like various sports ... but I suppose we should put that. I'm in the swimming club. I'm pretty committed to that.

Employment Agency: Yes, that sounds good. And for the other one? Something different?

Bowen: I'm very keen on music too, and I love playing piano - I've been doing that for over ten years now.

Employment Agency: Yes, I'll put that down. Well, that's more or less it for the time being.

Bowen: Uh-huh.

Employment Agency: Just one more thing. What I do need is your availability.

Bowen: Oh yes - um, the college term finishes on June 20th, and then I'm going to visit my parents, but I can be back and ready to start on June 28th, if that seems OK?

Employment Agency: I'm sure it is. Now, what happens next is that I process this information and then ...

Conversation 3

Fred: Mary! Thank god, you're here. We've a ton of work to do if we're going to get everything ready for tonight. Whose idea was it to have this going away party for Christ anyway?

Mary: It was your idea Fred, remember.

Fred: Hey I suggested a small get together for a few close friends. I didn't mean inviting half the university.

Mary: Well it's too late now. We have about three hours to get everything under control. Have you got that list of things we need to do?

Fred: Yeah it's in my room, hang on I'll go get it. Hell! I can't find it.

Mary: What do you mean you can't find it?

Fred: I can't find it, what do you think I mean? Damn! I remember I left it in the library.

Mary: Okay - okay cool down. We'll manage. I can remember what's on it. Let's check the food and drink situation. Did you arrange the beer?

Fred: Yeah Jim said he'd bring ten cases of cold budweiser ice and a couple of big bins to keep it cold. Says he'll get here around five.

Mary: Huh you know Jim, he'll probably turn up drunk around midnight.

Fred: No problem, I phoned him a few minutes ago. He's at Jenny's place. She's keeping him away from alcohol until he's delivered everything safe and sound. What about the wine? You said you'd look after it.

Mary: Oh my God. I completely forgot, what's the time?

Fred: Half past three!

Mary: Okay. I'll go to the liquor store and sort it out. Will they deliver?

Fred: No problem. But you'll have to pay up front.

Mary: I reckon about 60 people will turn up, allow for half a bottle per person. That makes 30 bottles half red half white. What do you think?

Fred: That should be enough. Better to have too much than too little. Why not make it 40? 25 red and 15 white.

Mary: Yeah! I guess most people prefer red. Where's the nearest liquor store?

Fred: Not far. Go out the front door turn right sorry left. Take the second street on your right and it's 300 yards down on the left just before you get to the park.

Mary: Okay i'll go in a few minutes. Let's first make a quick list to make

sure we haven't forgotten anything. Glasses - glasses what about glasses?

Fred: Sally borrowed a hundred beer glasses and a hundred wine glasses from the student bar. They're in the cupboard should be enough.

Mary: Yeah should be. What about the barbecue?

Fred: I've got two barbecues and plenty of charcoal out the back and Jane and I spent three hours yesterday getting these steaks, chicken legs and sausages ready. They're all in the big fridge and should taste terrific. Tons of garlic pepper and soy sauce, no MSG.

Mary: Sounds good, what about plates and things?

Fred: Sally has looked after that as well, she's borrowed them from the bar too. They're in the cupboard with the glasses. You know Sally refuses to use, throw-away things, bad for the environment.

Mary: Good for her!

Fred: Oh just remembered. Could you pick up another 20 loaves of french bread and a few packets of paper napkins?

Mary: No problem. Is there a shop on the way?

Fred: There's a supermarket just before you get to the liquor store. Can you manage everything or should I go with you?

Mary: I'll manage, I've got this huge rucksack. No problem, damn just remembered. I'm over my limit on my credit card. Have you got five hundred dollars on you? We'll work out who owes who and how much later.

Fred: No problem, I took out a thousand dollars this morning. Here's 500.

Mary: Okay, I'll get going. I'll see you in a while.

Fred: Ciao! See you!

Conversation 4

Sports Club Receptionist: Good morning, sorry it's gone 12. I'll start again. Good afternoon! Kingswell Sports Club. How can I help you?

Man: Oh! Good afternoon. I was wondering if you could give me some information about membership and facilities.

Sports Club Receptionist: Of course, what would you like to know?

Man: Do you have tennis courts, for example?

Sports Club Receptionist: No, I'm afraid we don't. we're primarily a golf club.

Man: What about football? I heard you had a team.

Sports Club Receptionist: No I'm sorry. Perhaps you're thinking about Freshman Sports Center.

Man: Oh Right! I know it, I played badminton there.

Sports Club Receptionist: Have you? They've got a lot of facilities we don't have and vice versa. We do have a keep fit studio which is very popular with members and then as well as that there's swimming of course.

Man: That's good I like to swim every day.

Sports Club Receptionist: We have a range of classes too.

Man: Do you have judo classes? I'm keen to learn.

Sports Club Receptionist: Well at the moment we offer kickboxing. We're planning to add judo and stretch classes soon. We're currently running a range of yoga classes too.

Man: What about relaxing after exercise? I assume you have a restaurant or something.

Sports Club Receptionist: At the moment we've got a salad bar which is very popular. We'll also have a fully licensed restaurant by the end of the year.

Man: Sounds good!

Sports Club Receptionist: What kind of membership are you interested in?

Man: Um... not really sure! What are the options?

Sports Club Receptionist: Well, there are three different membership schemes.

Man: I see, what's the difference?

Sports Club Receptionist: Well the first one's called gold and you can

use all the facilities at any time of the day or week. You can also join in as many classes as you like for free.

Man: That sounds good. Is it very expensive?

Sports Club Receptionist: Well, you pay a 250 pounds joining fee and then it's 450, but oh no i'm sorry it's just gone up by 50 pounds. Sorry about that. It's now 500 pounds for the annual subscription fee.

Man: Right got that and what's the next type?

Sports Club Receptionist: Well, that's silver. It's the same as gold except you have to pay a small fee of one pound per lesson for any you do and you can only use the center at certain times.

Man: I see, so when exactly?

Sports Club Receptionist: You can only use the facilities between 10 a.m and 4: 30 p.m.

Man: So, I couldn't use the pool at eight in the morning or evening then.

Sports Club Receptionist: That's right!

Man: Okay and the price for that? Is the joining fee the same as for gold?

Sports Club Receptionist: Actually it's slightly less than the 250 pounds it's 225 pounds but the annual fee is only 300 pounds. Does that sound more like what you want?

Man: Well it's still rather more expensive than I thought. I'm a student here in England and I'm only here for six months.

Sports Club Receptionist: Then the bronze scheme would probably suit you best.

Man: How is that different?

Sports Club Receptionist: Well some of the facilities have restricted use.

Man: And do I have to pay for classes?

Sports Club Receptionist: Yes, it's three pounds for each class you join.

Man: I see and what are the hours then?

Sports Club Receptionist: Between 10: 30 and 3: 30 weekdays only and you pay a 50 pounds joining fee. The annual fee is 180 pounds. It works out at 15 pounds a month so that would be quite a lot cheaper.

Man: Oh that should be alright. I could come in my free periods. What do I have to do if I want to join?

Sports Club Receptionist: Well, we book you in for an assessment with an instructor who will show you how to use all the equipment. If you want to organize a trial session and look around the center, you'll need to speak to

David Kynchley.

Man: Could you spell that please?

Sports Club Receptionist: Yes, David K-Y-N-C-H-L-E-Y . I'll give you his direct line number. It's o four five eight nine five three double one.

Man: Thanks!

Sports Club Receptionist: Thank you for calling Kingswell Sports Club.

Conversation 5

Police Station: Good morning! Bumbly police station, how can I help you?

Helen: Yes, I need to report a stolen bag.

Police Station: Just a moment and I'll put you through to lost and stolen property.

Policeman: Hello Sergeant road speaking, how can I help you?

Helen: Yes, hello I'd like to report a stolen bag.

Policeman: Hmm... okay a stolen bag! uh... we've been getting a lot of these lately. I'll need to get some details let's see. When was the last time you had your bag?

Helen: Well, about two hours ago. I just can't believe this has happened. I take it everywhere with me. It was given to me as a graduation present. I'm just so upset.

Policeman: Yes, I know. It's very frustrating.

Helen: It seems like I put it down for a second and then it was gone.

Policeman: Yes, look, the good news is that most of the stolen bags in our area are found usually without the money. So I'd be surprised if you don't get it back later. Tell me what does the bag look like?

Helen: Well it's dark blue, cylindrical, it has two carry handles either side of a zipper on top. Um... the zipper actually runs the length of the bag. It's a vitoli bag.

Policeman: Okay, are there any other identifying marks on the bag? Things that would be unique to it, name tags, scuff marks that kind of thing.

Helen: Well, not really, there are a couple of scratches in the top left corner on one side of the bag near the handle and I think another one in the opposite corner.

Policeman: Okay. Scratches on opposite corners. Now where were you when the bag went missing?

Helen: Well, I remember the time. It was a quarter past 12. Oh no, actually it was a bit after that, more like 12.25 because I was supposed to meet one of my friends for lunch at 12:30. Anyway I was standing outside the supermarket when all of a sudden, a group of teenagers came walking past. They must have been heading towards the cinema. They seemed to be in a hurry and probably late for the movie. So, I stepped aside to let them by.

When they'd passed by, I reached down to pick up my bag and it was gone.

Policeman: I see, now can you remember the contents of the bag?

Helen: Yes, um... let's see my passport and some traveller's checks. Fortunately I was carrying my camera and I had my wallet in my pocket. They're the main valuable things.

Policeman: Okay, anything else at all ?

Helen: Let's see, no I think that was it. Oh a few pins. But that's all really as I say nothing of real value.

Policeman: Okay I'm going to have to get your details. Are you here on holiday?

Helen: Yes as a matter of fact I am. I'm visiting from Canada. I've been here for three weeks already but I'll be here for another month.

Policeman: Now.. have you contacted your credit card company?

Helen: Yes, I did that immediately. They were very helpful. I still can't believe this could happen to me and while I'm supposed to be enjoying myself on holiday.

Policeman: Yes, it's a real disappointment whether you're on holiday or not. Your thieves strike when you're least expected . Anyway I need to take down your particulars, what's your name then?

Helen: Yes, uh my name is Helen Ready. That's R-E-A-D-Y. My address is, well, the place where I'm staying here is The Palms, unit 14, 75 paradise avenue.

Policeman: Okay, I may need your home address in canada but I'll get that more towards the time you're going to leave. Uh... What about the telephone, what number will I be able to reach you on?

Helen: Yes, it's four double five nine one double three two.

Policeman: Okay, four double five nine one double three two and how much do you think the bag and contents are worth?

Helen: Well, it's not really a big cost, probably only a hundred dollars, it's the inconvenience of it all.

Policeman: I understand, look we have a lot of lost or stolen property recovered daily. Come by the station tomorrow and have a look. As I said there's a high chance that we'll get the bag back. Your passport at the very least.

Helen: Okay thanks for your help. See you tomorrow then. Bye.

Conversation 6

Tourist Office Employee Derek: Hello this is Tidborough Tourist Office Derek speaking. How can I help you?

Clara: Good afternoon. My name's Clara Swift, I'm the secretary of a social club and we're planning a visit to Tidborough.

Tourist Office Employee Derek: Oh yes

Clara: So, I'd like to ask you some questions, if I may, to help with our plans.

Tourist Office Employee Derek: Of course, we're here to help

Clara: Now we're thinking of staying in the youth hostel, as will be a group and it's quite cheap.

Tourist Office Employee Derek: Yes and comfortable too.

Clara: But could you tell me how far outside the center, it is?

Tourist Office Employee Derek: Oh it's not too bad. It's only one kilometer from the station which is very convenient and two kilometers from the very center of town and there's a frequent bus service.

Clara: That doesn't sound too bad. Actually I've tried phoning them but had no reply.

Tourist Office Employee Derek: Ah! you can check out everything you need to know if you go to www.cheapsday.com. That's their own site. it's quite new and you could email them with your requirements directly from it.

Clara: That sounds good thank you. We'll be staying in the third week of March. Will there be any special events going on then?

Tourist Office Employee Derek: Yes. That includes their 22nd doesn't it? Good! That's when the street festival is held. It's great fun. Lots going on. It's held every year.

Clara: Okay

Tourist Office Employee Derek: And when that's finished, if you've any energy left, you and your group might enjoy a concert we're putting on.

Clara: Is it classical music or rock?

Tourist Office Employee Derek: Well, quite a mixture actually. The point is that it's all performed by local musicians and between them they'll be playing most things.

Clara: It sounds a little strange, but I guess it could be interesting. It seems we've chosen a good week to come. Is there anything else, on?

Tourist Office Employee Derek: Oh yes, indeed. The city museum which was recently completely restored often has interesting exhibitions. There are some weird and wonderful modern paintings at the moment that's a good exhibition. Then opening on March the 24th, when you'll be here it changes to natural history, I'd recommend it.

Clara: I've made a note of that. Now some of our group are quite young and they may prefer to do things that they feel are more active, than walking around museums and so on. Oh! What will they be able to do?

Tourist Office Employee Derek: Ah! Throughout March in fact the sports centre is going to be closed but the swimming pool will remain open and there's the park for general relaxation.

Clara: That sounds alright!

Tourist Office Employee Derek: And were you planning to go on any excursions while you were here?

Clara: Yes, I was going to ask you. I gather there's a very picturesque train journey out along the coast.

Tourist Office Employee Derek: The beach express. Yes, it's lovely. It's an old-fashioned train not an express at all in fact but it chugs along giving you marvellous views.

Clara: Does it go often?

Tourist Office Employee Derek: No, it's just a tourist special really. But it sets off in the morning at 9 30 and it's very popular so I'd get there no later than 9: 15 if I were you. The station opens at nine. So you can get a coffee or something while you wait.

Clara: It sounds lovely and for tickets?

Tourist Office Employee Derek: Well as I say, it may be crowded at the station. So it's probably more convenient to get them beforehand from us at the tourist office. The youth hostel may sell them too, you'd have to check that.

Clara: Okay I will, thanks. How much are tickets?

Tourist Office Employee Derek: Five pounds. Although students get twenty percent off and if there are more than ten of you traveling together you get fifteen percent off. So it's very reasonable.

Clara: Yes that's not too bad and is it a long ride?

Tourist Office Employee Derek: Not really. I think it's about three hours actually in the train. You'll be back for lunch about four hours later. It stops twice for half an hour so you can stretch your legs. Have a little stroll on one

of the beaches.

Clara: I see, well you've been very helpful. Thank you

Tourist Office Employee Derek: Not at all I hope you enjoy your visit, contact us anytime.

Conversation 8

Darren: Hello, you're through to go-travel. This is Darren speaking, how may I help you today?

Anna: Hello, I'm calling to book a holiday.

Darren: Great, may I take your name please?

Anna: Yes, it's Grieves - Anna Grieves.

Darren: Is that g-r-e

Anna: No G-R-I-E-V-E-S, and Anna is with double n .

Darren: Right, thank you Anna. Now we're delighted you've called us. Can I ask where you heard about us ?

Anna: It was your advertisement in one of the magazines.

Darren: Was it holiday world?

Anna: Oh yes that's the one.

Darren: Good, thank you. It's useful to know.

Anna: Of course

Darren: And did you have a particular holiday in mind or was it a general inquiry?

Anna: I think I've chosen, I like the look of the one with the code FT4551, the right destination and the prices seem reasonable.

Darren: Right, now was it for yourself only or?

Anna: Oh no, I want to go with a couple of friends. So there'd be three of us going.

Darren: Okay, now there's a choice of dates as you know.

Anna: Yes, I think well we've got to be back by the end of august. So if we say going on August the 16th that would work fine?

Darren: No problem. And you can also choose the length of your holiday. There's, let's see 7, 11 or 14 nights.

Anna: We thought the middle one would be great. Longer would be nice of course but...

Darren: Might be next year

Anna: Yes

Darren: And you do need to have insurance.

Anna: Uh... huh

Darren: We've three levels standard, super and super plus.

Anna: Standard seems a bit basic, let's say super. That should be

sufficient.

Darren: Fine.

Darren: Well that's all good so far and the availability is okay. Have you looked through the list of options? They're in the advertisements.

Anna: I have and I've got the list here some of them do seem a good idea

Darren: Which ones would you like to take?

Anna: In terms of the hotel, the offer of picnic lunches we'd leave that. We'd rather go to cafes. I think a balcony for the room is a must. It's so nice to sit out enjoying the view.

Darren: Oh yes!

Anna: And then the trips. I think we'll pass on the night boss one. I never really enjoy the commentaries and museums aren't really my sort of thing to be honest, any more than dances. But I like practical things, so I think the demonstration of local arts could be fun.

Darren: Yes, I would think so.

Anna: And then in terms of getting out of town, going up the river on a boat sounds delightful and I wouldn't want to miss that. But the mountains.. well, sitting in a coach on those winding roads.

Darren: I understand, okay! Well that's all I need for the booking at this point. Just a few details for you and then we'll check the payment.

Conversation 9

Customer Care Officer: Hello, it's Tom Burlinson calling from clean-it vacuum cleaners Mr. Sergeant is it ?

Mr. Sergeant: Yes

Customer Care Officer: I understand you recently purchased a vacuum from us. Is that correct?

Mr. Sergeant: Yes, that's right.

Customer Care Officer: This is simply a call to find out if you've been happy with your purchase. Our company prides itself on its after sales service just because you bought from us doesn't mean you're no longer important to us. Could you spare a few moments to answer some questions?

Mr. Sergeant: Sure, how long will this take?

Customer Care Officer: Well... not long at all Mr Sergeant, usually only about three or four minutes.

Mr. Sergeant: Okay, what would you like to know ?

Customer Care Officer: Okay great, I'll just go through the survey form and if you'll just bear with me this shouldn't take long at all. Okay, first question which model did you purchase and when?

Mr. Sergeant: Yes, it was the super cleaner. We bought it about two weeks ago. Uh see it was a Monday I think because my wife's birthday was on the Sunday 24th that will make it the 25th, yes August 25th.

Customer Care Officer: Okay, now do you remember the name of the sales person? Was he worth remembering?

Mr. Sergeant: Yes his name was Jim. My wife and I were very impressed with him. He was a great source of information. Very helpful.

Customer Care Officer: Great, I'll make sure that your kind words about Jim are passed on to him. Okay, now let's see. Ah! yes, have you purchased any other products from us this year?

Mr. Sergeant: Oh! let's see. Of course we bought the super cleaner, I think that's all. Well we bought some vacuum bags with it as well. Um... I think Daisy bought some carpet cleaner from your store back in February, that's about all I think. I have to ask my wife about that one, she's not here at the moment.

Customer Care Officer: No... no that's okay. Your answer will do fine. We don't have to be too picky. Okay, so how much money would you say

you've spent all told in the store. Just an approximate amount will do, fine?

Mr. Sergeant: Well, that's a difficult question I don't really know, the vacuum was 150 pounds the other stuff I'd say around 15 pounds. I suppose the total was around 165 pounds but I couldn't be totally sure. It may be a bit more than that.

Customer Care Officer: That's fine. Now the next thing on my list is how would you rate the quality of the products you purchased?

Mr. Sergeant: Good actually... Very good. So far we've not had any problems with the products from clean it. Service and value have been very good, so I guess you have a loyal customer.

Customer Care Officer: Oh wonderful! I'm really pleased that your experience with our company has been a positive one. Tell me do you purchase any other items of cleaning equipment, if so from whom?

Mr. Sergeant: I'm very fussy about the interior of my car, you know. The seats and carpets. I found a product from easy clean which works well on the carpets and an air freshener from Mr Tidy that really smells good. Apart from that ...oh! I couldn't say for sure I think my wife buys floor cleaner from Johnson Brothers.

Customer Care Officer: Well, we've just introduced a new line of car freshners you might like to stop by. We'll offer you a 20% discount . Okay, we're almost to the end of the questions. Now I know you are happy with Jim, but overall how would you rate the quality of our service?

Mr. Sergeant: Fine, I thought it was good. The lady in accounts was a little unfriendly but overall I would say the service was quite good actually. Jim made all the difference and you certainly seem to be a very nice person.

Customer Care Officer: Oh thanks Mr. Sergeant

Mr. Sergeant: Please Tom, call me Terry.

Customer Care Officer: Oh okay, Terry very good. Second last question. We're thinking of expanding our trading hours. When are the best times, the most convenient for you to shop?

Mr. Sergeant: Oh I'm not a shopper. I mostly leave it all up to my wife. She works full time. Let's see, for me I guess I'd have to say, Sundays between one and three and I'm not working on Thursdays now so if I had to, I guess thursdays between say 11 and 12 noon.

Customer Care Officer: Okay, last question Mr Sergeant. Terry, do you have any other suggestions for us? Anything at all?

Mr. Sergeant: Well, come to think of it now there was one thing. Turn

up the air conditioner, I seem to remember sweltering in there and it was unpleasant and hot. Also and this is just me. I always like to have some music playing, you know quietly in the background. It just makes the place seem friendlier, you know, more professional.

Customer Care Officer: Well. I'll certainly mention that to management. Well, that's it. Thanks so much for your time Terry. if there is anything we can do in the future to help you don't hesitate to call us.

Mr. Sergeant: Okay, bye now!

Customer Care Officer: yes bye-bye and thanks again.

Conversation 10

Pieter Henes: Good morning. I'd like to open a bank account, please.

Customer Service Manager: Certainly. If you'd like to take a seat, I'll just get some details from you. It won't take long.

Pieter Henes: Thanks.

Customer Service Manager: Is it a current account or a deposit account you wanted?

Pieter Henes: A current account.

Customer Service Manager: Right. I've got the application form here then. We have different types — I see you've got our leaflet there.

Pieter Henes: I've decided on the one called 'Select.'

Customer Service Manager: Right, that's fine, so, first of all, can I have your full name please?

Pieter Henes: Yes, it's Pieter Henes. That's P-I-E-T-E-R.

Customer Service Manager: Is it H-E-double N-E-S?

Pieter Henes: Uh, only one N actually. It's a less common spelling of the name.

Customer Service Manager: Oh, right. OK. And what's your date of birth please?

Pieter Henes: The twenty-seventh of the first, nineteen seventy-three.

Customer Service Manager: Right. And will this be a joint account?

Pieter Henes: No, just myself.

Customer Service Manager: OK, fine. And where are you living, Mr Henes?

Pieter Henes: 15, Riverside.

Customer Service Manager: Is that all one word?

Pieter Henes: Yes.

Customer Service Manager: Exeter?

Pieter Henes: Yes.

Customer Service Manager: How long have you been at your present address? Er, is it more than two years?

Pieter Henes: Ah, just two weeks actually. I only arrived in the country a month ago. I'm from Holland.

Customer Service Manager: Oh, that's fine. But we normally ask for a previous address in that case.

Pieter Henes: Oh yes, well, it's Rielsdorf 2. That's R-I-E-L-S-D-O-R-F 2, Utrecht.

Customer Service Manager: Holland. OK. Thank you. Do you have a daytime telephone number?

Pieter Henes: Yes, I think the number at my office is six-oh-six-two-nine-five. Um, just a minute I'd better check. Oh, no sorry, six-one-six. I'm not used to it yet. Would you like my home number too?

Customer Service Manager: Yes please.

Pieter Henes: It's seven-nine-six-four-three-one.

Customer Service Manager: Are they both local numbers'?

Pieter Henes: Yes

Customer Service Manager: Right. And your occupation?

Pieter Henes: Well, I'm in Britain as a project manager, but that's not my main job. I'm an engineer by profession.

Customer Service Manager: I see. I think I'll put that then. It's shorter! Now we usually ask for a piece of information which we can use to check your identity, for security reasons. You know, if you phone us.

Pieter Henes: Like, erm, my wife's first name?

Customer Service Manager: Mother's might be better. It's less likely to be known.

Pieter Henes: OK. Hers is Siti. Siti? Yes, S—I—T—I. It's Indonesian.

Customer Service Manager: Fine. And how much would you like to open your account with? We usually ask for a minimum sum of £50. That's about €75.

Pieter Henes: Well, I'm going to transfer €2,000 from my Dutch account, just till I get paid. In fact, I wanted to ask you about that. What's the best way to do it?

Customer Service Manager: It depends which bank you're with.

Pieter Henes: It's the Fransen Bank in Utrecht.

Customer Service Manager: OK, fine. I'll check that in a minute. If we have links with them we can do a direct transfer. But it's not a big problem either way. Um, let's see, how often would you like to receive statements?

Pieter Henes: I haven't really thought. Um, what's the usual thing?

Customer Service Manager: It's up to you. Some people like them weekly.

Pieter Henes: Oh, no, that's too often. Can I have them sent, um, once a month?

Customer Service Manager: Yes, that's fine. Is there anything else?

Pieter Henes: I was thinking of registering for your internet service at some stage.

Customer Service Manager: Oh yes, would you like me to send information about that ?

Pieter Henes: Please, yes

Customer Service Manager: And would you like to receive information about the bank's other services insurance, loans, anything like that?

Pieter Henes: I don't think so, thanks

Customer Service Manager: That's okay then.

Conversation 11

Bud: Hi Annie! Yeah. How are things?

Annie: Awful, Bud! Awful.

Bud: Why? What's happened?

Annie: It's home. Mum's ill and dad's been laid off. So he's in a really bad mood and Susan won't be of any help.

Annie: Your sister always was lazy, but what's wrong with your mum? She seemed fine the last time I saw her.

Annie: Everything. I think she's really down because of Dad and her arthritis is playing up again. It seemed the new medicine was working fine. Now she can still move her fingers but hardly walk. Her toes hurt and the doctor says she needs a knee replacement

Bud: Doesn't sound too good. That's expensive surgery. Got medical insurance?

Annie: She was covered by my Dad's. But that's finished since he lost his job and money's really tight. A new knee costs about 10,000 bucks. So she'll have to put up with it for a while.

Bud: God! That's awful. Maybe i should mention it to my uncle.

Annie: The one who used to work at the hospital. What could he do?

Bud: i don't know. But he knows all the doctors and maybe there's a way your mum could get the operation done, cheaply.

Annie: It'll have to be really cheap because they're having a problem paying the mortgage and my sister won't help out. She's so selfish.

Bud: Well I'll give a try. But what's this problem with your sister?

Annie: Since she won that beauty competition, she thinks she's been acting so high and mighty. Won't even help mum with the housework.

Bud: Won't help your mum?

Annie: No. Spends all her time in front of the mirror, trying on different lipsticks.

Bud: Sounds like my cousin. You know her, I think. Marianne who works at the holiday inn.

Annie: Yeah. I met her at your party. But she seemed very nice.

Bud: She is, till you get to know her. Miss charming, but she's really conceited especially since she got promoted. Always putting people down.

Annie: What about your dad's company? Do you think he might have

some work for my Dad? Part-time anything?

Bud: He just got this big contract for the new supermarket. So he might be looking for some people and I know he likes your dad. But all his workers have to be steelworkers, union members.

Annie: I think Dad's kept his membership up. I'll ask him.

Bud: Let me know and i'll check with Dad when he gets back from france

Annie: France?

Bud: Yeah. He took mum there as a 25th wedding anniversary present.

Annie: Gosh. it's 5: 30. I'm late for work. Gotta fly. See you Bud.

Bud: See you.

Conversation 12

Elena: Hello.

Jan: Hello. Can I speak to Elena please.

Elena: This is Elena speaking.

Jan: Hi. My name is Jan. I'm calling about the car that was advertised on the notice board in the student union building. Is it still for sale?

Elena: Yes it is.

Jan: Your ad says it's a 1985 Celica, in good condition.

Elena: It's old but it has been well looked after. My family has had the car for ten years. I'm just the third owner and my mother had it before me, so we know its history. We've got all the receipts and records. It's had regular maintenance and the brakes were done last year. It runs really well, but looks its age.

Jan: Why are you selling it, by the way?

Elena: Well, I'm going overseas next month to study. I'll be away for at least 2 years so I have to sell it. Unfortunately, It's been a good car.

Jan: You want \$1500? Is that right?

Elena: I was asking \$2000 but since I need to sell it quickly, I've reduced the price. Would you like to come and take it for a drive? I don't live far from the university.

Jan: Yes I'd like to have a look. What time would suit you?

Elena: Any time this evening is fine.

Jan: Well I finish classes at 6 o'clock. How about straight after that? Say 6: 30?

Elena: Great! I'll give you directions. When you leave the main gate of the university, turn left on South Road and keep going until you get to the Grand Cinema. Take the first right. That's Princess St. I'm at number 88, on the right.

Jan: So it's 80 Princess St.?

Elena: No it's 88 Princess St. and the suburb is Parkwood. You'll see the car parked in front. It's the red one with the 'for sale' sign on it.

Jan: OK. Thanks, Elena. I'll see you later.

Elena: Bye.

Jan: Hi Sam!

Sam: Hey Jan! What's happening?

Jan: I'm glad I ran into you. I've decided I have to get a car.

Sam: You're going to buy a car? Do you really need one? I'd probably still be driving except that my car broke down last year. Instead of getting another one, I just moved closer to the university and went back to riding a bike - better for the environment, better for my health and I save a lot of money.

Jan: Did it really cost that much?

Sam: Well when you think of registration, insurance, rising petrol costs, parking, plus maintenance and repairs, it adds up.

Jan: I know it's going to be expensive but I really need my own transportation. It takes a half an hour by bus each way to university as it is. But now I'm working at night in the city.. There's no way I want to hang around waiting for a bus late at night, then walk 3 blocks home alone.

Sam: Hey, I think you've got a point there. So what kind of car are you looking at?

Jan: It's an 85 Celica, same kind as I used to have. The owner's asking \$1500.

Sam: That's pretty old. How many kilometres has it done?

Jan: You know, I forgot to ask. I'll have to check tonight when I go to see it. Would you be able to come with me to have a look? At about 6: 30?

Sam: Sure I'll come, but I don't know a lot about cars. I do know one thing, though. I wouldn't buy an old car without having a mechanic look at it first.

Jan: That's a good idea but won't it cost a lot?

Sam: Not really. You can get a check done through the Automobile Association for \$80 and it comes with a report on the condition of the car. It can save you a lot of money in the long run.

Jan: I'll keep that in mind. So we have to get to Parkwood at 6: 30. Do you want to take the bus? It goes straight down South road every fifteen minutes. Or maybe we could walk. I don't think it is that far.

Sam: Actually I could borrow my room mate's motorbike for an hour or so. He's working all evening in the library.

Jan: Do you think he'd mind?

Sam: No way. He owes me a favour or two.

Jan: OK. Great! See you at six, outside the Student Centre.

Conversation 13

Man: Good Times Holidays. John speaking. How may I help you?

Woman: Oh hello! I'm calling to complain about a holiday we've just had.

Man: Oh dear. I'm sorry to hear about that.

Woman: Yes, we're very disappointed.

Man: What I need to do is to take some information from you, so that I can look up the relevant files, and then we can discuss the specific problems. Would that be alright with you?

Woman: Yes - I hope it doesn't take too long.

Man: Oh no - let me just get a form ready ... First, the name, please. Of the person who booked the holiday.

Woman: Well, our surname's Sharpe. S-H

Man: Like a knife?

Woman: Yes, but with an E on the end.

Man: And a first name?

Woman: I'm Alice, but I think it was my husband who actually booked the trip - his name's Andrew.

Man: Fine. And then the address, please.

Woman: It's Flat 4 Beaconsfield - that's B-E-A-C-O-N-S-F-I-E-L-D House. That's Winchester, and it's S-0-2, er, 4-E-R.

Man: Thank you. And could I take a telephone number?

Woman: We're on 0374 56561 at home, or - do you mean during the day? - then my work number's 0374 double-5 793.

Man: I'll put the work one down, assuming that's normal office hours?

Woman: Oh, yes!

Man: The next thing is, do you have a note of your booking reference?

Woman: I think so ... would it start 7-4?

Man: Er, no, usually with two or three letters ...

Woman: Uh-huh ... is this it - MH ?

Man: That sounds like it.

Woman: And then double-6-G-4.

Man: Thank you. Right, what's next ... uh-huh, now, did you book in conjunction with any kind of special offer?

Man: Or did you book directly with us? Or maybe through a scheme your

employer's part of?

Woman: Oh, OK, no, I think - yes, we were using an offer from a credit card company. They always seem to have offers on - you get something with every bill, don't you?

Man: Yes, so many. Fine, and ... now, insurance. Did you have an insurance policy that came with your booking?

Woman: Well, no, I mean it came under our Gold Star Policy ... so we didn't need extra.

Man: No, that's fine, it's just to check. Alright, nearly there. Now, what type of holiday was it?

Woman: Well, not very ... no, OK, it was called a Mid-winter Break in the brochure.

Man: Thank you. And when was the holiday?

Woman: We just got back - on January the twenty-first. And we started on the sixteenth.

Man: Fine. Right, I'm sorry about all that.

Woman: No, I understand.

Man: So, what was the problem you encountered?

Woman: There were two things that disappointed us, actually.

Man: Right.

Woman: In the first place, we were told that when we arrived at the station a taxi would meet us and take us straight to the house, but in fact there wasn't one there. We had to wait for ages, and then pay for one ourselves. So that was inconvenient and expensive.

Man: Oh, I'll look into that, see what went wrong.

Woman: And the other problem was that we'd been promised there would be a bicycle for each of us stored at the house, ready to use, but there were only three, which is no good for a family of four.

Man: No, it wouldn't be. OK, well I'll check into that as well. Now, if you can give me a few hours, I'll get back to you this afternoon, and then we can discuss ...

Conversation 14

Advisor: Good morning! How can I help you?

Student: Good morning. I I understand you help students fix up with host families.

Advisor: That's right. Are you interested in....?

Student: Yes.

Advisor: Well, Please sit down and I'll just take a few details.

Student: Thank you.

Advisor: Right now.. What name is it?

Student: Jenny Chan.

Advisor: Can you spell that please?

Student: Yes. J-E-N-N-Y-C-H-A-N.

Advisor: Right . . . and what is your present address?

Student: Sea View Guest House. 14 Hill Road.

Advisor: OK, and do you know the phone number there?

Student: Yes . I have it here. ummm 2237676, but I'm only there after about 7 pm.

Advisor: So when would be the best time to catch you?

Student: I suppose between 9 and... let me see. half-past, before I leave for the college.

Advisor: Great . . . and can I ask you your age?

Student: I've just had my nineteenth birthday.

Advisor: And how long would you want to stay with the host family?

Student: I'm planning on staying a year but at the moment I'm definitely here for four months only. I have to get an extension to my permit.

Advisor: You're working on it?

Student: Umm...

Advisor: Fine . . . and what will be your occupation while you're in the UK?

Student: Studying English?

Advisor: And what would you say your level of English is?

Student: Umm. Good, I think I'd like to say 'advanced' but my written work is below the level of my spoken. So I suppose it's intermediate.

Advisor: mm...Certainly your spoken English is advanced. Anyway, which area do you think you would prefer?

Student: Ummm. Well I'm studying right in the centre but I'd really like to live in the north-west.

Advisor: That shouldn't be a great problem ... We usually have lots of families up there. And do you have any particular requirements for diet?

Student: Well, I'm nearly a vegetarian . . . not quite.

Advisor: Shall I say you are? It's probably easier that way.

Student: That would be best.

Advisor: Anything about your actual room?

Student: I would prefer my own facilities — 'en suite', is that right? And also if it's possible a TV and I'd also like the house to have a real garden rather than just a yard, somewhere I could sit and be peaceful.

Advisor: Is that all?

Student: Well . . . I'm really serious about improving my English so I'd prefer to be the only guest if that's possible?

Advisor: No other guests ... Yes, you get more practice that way. Anyway, obviously all this is partly dependent on how much you're willing to pay. What did you have in mind?

Student: I was thinking in terms of about £60—£80 a week, but I'd go up to a hundred if it was something special.

Advisor: Well I don't think we'd have any problems finding something for you.

Student: Oh, good.

Advisor: And when would you want it for?

Student: I'd like to move in approximately two weeks.

Advisor: Let me see, it's the 10th today ... So if we go for the Monday, it's the 23rd of March.

Student: Yes

Advisor: Right. Good. And if I could ask one last question.....

Conversation 15

Agency: Easy Move. Good morning. How can I help you?

Woman: Hello. I saw your advertisement in the paper and I'm calling to ask about renting an apartment.

Agency: Certainly. What kind of apartment do you have in mind?

Woman: Well, er, I don't know exactly... I mean, it depends on price, to some extent.

Agency: OK, now we have properties across the whole range. The average is probably \$120 per week.

Woman: Oh, it's a little expensive than I thought.

Agency: They start at \$80. That's the lowest we have usually. And they go up to \$190.

Woman: I could manage the lowest figure.

Agency: An important question is how long you're planning to rent? We don't do short rents.

Woman: I'd want an apartment for nine months, perhaps longer.

Agency: That would be fine. Our contracts are for a standard of six months and that can be extended.

Woman: Fine. What about the viewing arrangement?

Agency: Alright, can you come to our office on Thursday?

Woman: I'm afraid I don't have any availability on Thursday. How about Wednesday?

Agency: Let me see. Um... OK, that'll be fine.

Woman: Oh, if possible, I'd like to see details of some properties first.

Agency: We can post you a list. Or you may find it easier to look on the Internet. The website is www.easymove.com, all in small letters.

Woman: OK, got it. Thank you.

Agency: What else would you like to know?

Woman: I wonder what I might need to buy. What's included in the rent?

Agency: That depends. To a certain extent, although some things are standard in all flats. For example, every apartment has a closed circuit TV.

Woman: Good. What about kitchen equipment? Do you offer? Tableware? You know, plates, knives and forks, things like that...

Agency: No, only a microwave oven and a fridge, I am afraid.

Woman: OK. What about the utilities? Are they all included in the

rental?

Agency: I don't think so. You see, you have to pay for the heating bills.

Woman: What extra charges would I get? Is water extra?

Agency: Yes, it is. But the gas bill is part of the rent, and you don't have to pay for that.

Woman: Right I have made a note of that.

Agency: Are you looking forward to moving in soon?

Woman: I hope so.

Agency: The thing is, we have a few flats at the moment that we'd like to get rented out by the end of the month. I'll talk about them later. But first, let me take your details. Sure. Can I have your full name?

Woman: OK. It's Angela Jacobs. J-A-C-O-B-S.

Agency: Angela Jacobs. Right, and your address, please.

Woman: It's 4 Lion, like the animal, Road, Melford MF45JB.

Agency: OK, and then I need to have a telephone number of yours.

Woman: My mobile number is 09954721823. Would that do?

Agency: Of course. Now, let's take a look at the apartments I mentioned before...

Conversation 16

You are about to hear a conversation between a man and a woman who are having a discussion about enrolling in a university course.

Woman: Registrar's office. This is Pam.

Man: Yes. Hello, I'm calling about enrolling to study at the university. This is the right number?

Woman: Yes. This is Michford University admissions, what would you like to know?

Man: Well, basically I need to know what I have to do to be enrolled as a student. You see I'm currently studying education at another school. I've just finished my first year, but I'm not really enjoying it. I think I'm more interested in accounting. My dad teaches maths, so I thought it might be a good choice. Well, better than business anyway.

Woman: Okay. Okay. Have you received a registration pack?

Man: No. How can I get one of those?

Woman: Well, you've got to have one to register. You can enroll at the university at any time after you receive a registration pack. These are usually available from September for first-year and transferring students and from November for returning students. On the basis of the information contained in the registration pack, you should attempt to make a firm choice about which courses to study, before completing your form.

Man: I see. So, I've only got a month to get my registration packing. Can you send me one?

Woman: Sure. If you're close to a high school, the registration pack and university prospectus are available from the careers adviser. Would that be helpful?

Man: Well the closest school is too far away and I haven't got a car. Are there any other ways you can send it to me?

Woman: Well, for prospective students who have already left school, the registration pack and prospectus are available from the university information line, but that might not be of help for you?

Man: No, not really.

Woman: Okay. I'll tell you what, why don't you give me your contact

details and I'll send a pack out to you. At least that would be a start.

Man: Okay, sounds good.

Woman: Right. Firstly, what's your name?

Man: Richard Dreyfus. That's D-R-E-Y-F-U-S.

Woman: Your address there, Richard ?

Man: Unit 12, 15 Sportsman Avenue. That's S-P-O-R-T-S-M-A-N, Ave Mermaid Beach, 4554

Woman: And your telephone?

Man: Yes, I won't give you my home. Mobile's best. 0414. Hang on a minute. I don't call myself, usually. I think it's O four one four, six five eight, three three nine. Yes, that's it.

Woman: Okay. Now, do you have an email?

Man: Yes, I do. It's Dreyfus. My last name at igo. That's igo.com. All lower case letters, of course.

Woman: Okay. That looks fine. Now, do you have any questions for me?

Man: Yes, I've got a friend who is interested in studying at the university. I'm not sure what would be best. The best way for him to register. Can you give me some suggestions?

Woman: Sure. There are three ways to register. Option one is tough on registration. Before you telephone, fill out the registration form included in your pack. This will ensure you have all the information that you require. The number is in your registration packet. Don't forget to hold onto a copy of your registration form for future reference.

Man: Yep. Okay

Woman: Option 2 is registration by post. All you've to do there is complete the relevant sections of the registration form and post the completed form together with all documentation required in the envelope provided.

Man: Alright

Woman: The third way is to simply come in, visit the student information center in the information services building and your friend will receive personal assistance on how to complete his forms.

Man: Thanks very much. You've been most helpful.

Woman: You're welcome. Good luck with your future studies.

Conversation 18

Agent: Good Morning Mrs. Grey. This is Bird Stock speaking from Finnegan Flight Centre. I can now confirm your flight to Singapore.

Client: Oh! Good. No problems I hope.

Agent: No. Everything is in order.

Client: So we got the dates we wanted?

Agent: Yes, leaving from Hong Kong on the 25th of July and arriving in Singapore later the same day.

Client: How long does the flight last?

Agent: Oh, about three hours forty minutes.

Client: So, we'd get there at...

Agent: 9: 45.

Client: In the evening?

Agent: No, 9: 45 am.

Client: But that means we'd be leaving at..?

Agent: Your flight leaves Hong Kong at 6: 05 am.

Client: So, we'd have to check in an hour before that...?

Agent: Mrs Grey, check-in closes 60 minutes before your scheduled departure. If you arrive after check-in has closed, you will not be able to board the flight and you may forfeit your entire fare. I would strongly recommend that you arrive at the check-in counter at least 120 minutes before your departure time.

Client: So you're saying we should be at the airport no later than 4: 05 am?

Agent: That's correct.

Client: But we'd have to get up in the middle of the night to arrive by that time! Can't we get a later flight?

Agent: Not on July 25th. Now there is a later flight on certain weekdays but not at the weekend.

Client: Well, we must go with what we've got then because we're not at all flexible on the dates because of work commitments.

Agent: Can I confirm that you want to return on August 7th?

Client: Yes, that's the idea.

Agent: Flight VQ 239 will depart from Singapore at 9: 20 am on August seventh.

Client: Oh, that's a much more civilized time. Tell me, the time zone is the same, isn't it? We don't gain or lose an hour along the way?

Agent: There is no change in the time zone. So you can expect to be back at around 1:00 PM. Does that suit you?

Client: Oh! Absolutely. I'll have time to unpack before dinner. We're expecting to meet friends at a seafood restaurant today at 8'o'clock.

Agent: Mrs Grey, I'll send you all these details by an email or letter of confirmation. Which do you prefer?

Client: Well, email is faster but we've been having difficulties with our Internet connection so if you could post it out, I'd appreciate that.

Agent: Now, just one or two other things to check before final confirmation...You're booked on a Liteflite ticket

Client: What does that mean exactly?

Agent: Well, you'll only have carry-on baggage, is that right?

Client: Oh yes, that was the original idea. It's so much quicker not having to wait around at the luggage carousel, but..

Agent: Yes?

Client: Can you remind me of the allowance again?

Agent: With a Liteflite ticket you're allowed ten kilos of hand baggage.

Client: I'm not sure that's such a good idea now.

Agent: Oh?

Client: Well, apparently we're going to have to attend quite a few formal functions while we're away so I think I'm going to need a real suitcase to fit the extra clothes and shoes in.

Agent: Well, that's not a problem—I can upgrade you to the next level and change your ticket to 'Easyflite'. There will be an extra charge of course.

Client: How much?

Agent: \$30 per checked-in item of luggage weighing no more than 22 kilos per item.

Client: Well, we'll probably manage with just a single suitcase between the two of us. Is it possible to do it like that?

Agent: Yes, of course. You can take the 'Easyflite' option and your husband can stay with the 'Liteflite' ticket.

Client: Great

Agent: I'll give you your reservation number now so if you need to make any further changes or enquiries you can just quote this reference, okay?

Client: Yes, I have a pen and paper—what is it?

Agent: L4GBWF.

Client: L4GBUF?

Agent: WF.

Client: Thanks, I've got it now.

Agent: At this point I can actually book your seat numbers. Do you have any preference—window or aisle?

Client: Oh, not by the window, Bert. You see, I'm quite a nervous flier and I don't like looking out.

What's more, my husband likes a bit of room to stretch his legs. Aisle would be good.

Agent: Great. That's sorted then. As I said, I'll send you the details and if you need to talk to the agency again just quote that reference number I gave you.

Client: Thanks so much. Bye.

Conversation 19

Receptionist: Good afternoon. Estelle speaking... What can I do for you?

Woman: I was told that the school holds...umm, adult education classes?

Receptionist: Yes, it does. We run seven a week: three on Tuesdays and Thursdays and one on Wednesdays.

Woman: Are they all evening classes?

Receptionist: No, because of the number of people who work shifts these days we've found there's quite a demand for day classes as well.

Woman: Well, I don't work and I really want to get out and meet people so daytime or evening would suit me.

Receptionist: What is it you're particularly interested in?

Woman: Oh, anything, really.

Receptionist: Okay...on Tuesdays we have a Writing Workshop for those people who've always longed to write but are hesitant about putting pen to paper.

Woman: Hmmm..

Receptionist: It's an evening class and runs from six to seven thirty but there is a restriction on numbers.

Woman: Oh?

Receptionist: Yes. The tutor has advised us to restrict participants to a maximum of ten per session...so, I'll have to check and let you know if there is room for you.

Woman: Thank you.

Receptionist: Also on Tuesdays there is a Book Club designed for older adults looking to be inspired, to learn, and share insights with one another.

Woman: Are there any restrictions on that?

Receptionist: Not really but you'd have to be able to read the prescribed book each week.

Woman: Mmm, you have to read set books, do you?

Receptionist: Yes, and keep up with the others by finishing one a week.

Woman: I understand. What else do you have?

Receptionist: There's a History Group on Tuesdays as well...run by a researcher and historian who provides a fascinating glimpse for you into the lives and society around this area a hundred years ago.

Woman: Hmm...I don't think so.

Receptionist: Well, what about Scrabble Club on Wednesday—it's extremely popular, you know.

Woman: Sounds good. What time?

Receptionist: 2 to 3: 30 in the afternoon

Woman: Yes. I think I could manage that.

Receptionist: Well, if you like scrabble, you might want to join the chess night on Thursday evenings. It's more for serious players, though.

Woman: Unfortunately, I don't play chess.

Receptionist: Would you be interested in cake decorating?

Woman: Well, I do enjoy baking from time to time.

Receptionist: Have you thought about decorated cakes, though? You know, they make a wonderful focal point of any special celebration.

Woman: Maybe Not.

Receptionist: Look, I don't know if you'd be interested but next month there's going to be an Adult Learners' Week and it's a great opportunity to learn something new and meet a lot of people. All the events are free but booking is essential.

Woman: What are the events?

Receptionist: I'll give you a brief run-down and if you decide there's something in it for you, I can send you all the details.

Woman: Great! When is it?

Receptionist: The first week in September, from the first to the eighth.

Woman: Oh, are they all daytime events?

Receptionist: Yes, but some are half-day and some are whole-day sessions.

Woman: Can you just quickly tell me about the half-day ones, please?

Receptionist: Okay. The Techno Expo will help you work with social networking tools and you can learn more about online privacy and security and online entertainment. That's Monday the first.

Woman: In the morning?

Receptionist: Actually it's after lunch, from one to 4.30.

Woman: What else is there in the afternoon?

Receptionist: Well, on Wednesday, there's Work/Life Balance—understanding how to assess what you really value, the importance of balance and harmony in your life and how to achieve it.

Woman: That's another one I'd like to go to—are there any more?

Receptionist: No, no more half days in the afternoon. Wait a

minute...there is a poetry event.

Woman: What does that entail?

Receptionist: Writing some inspirational poems and sharing them with the class.

Woman: No, thank you—I'm not going to read my poems to other people!

Receptionist: I know what you mean.

Woman: One more thing—can you tell me where all the events are being held?

Receptionist: Yes—all the workshops are at the Central Library.

Woman: Oh, good. That's handy.

Conversation 20

Officer: Now, Ms Appleby, could you please fill in this claim form?

Consumer: I've never done that before. Can you help me? Yes, of course.

Officer: The first part is for your, the claimant's, details. Where do you live?

Consumer: Um...At 1 Yeronga Street, Durham.

Officer: How do you spell Durham?

Consumer: D-U-R-H-A-M.

Officer: Of course, I should know that—but it's just one of those names that sounds quite different from the way you spell it.

Consumer: It is confusing—I've seen it spelt with two Rs.

Officer: And what's the postcode for Durham?

Consumer: 4105.

Officer: Good. And...do you work?

Consumer: No, not at the moment.

Officer: Okay, so no work number. What about a home phone number?

Consumer: Yes, I can give you that. It's 7848 3762.

Officer: 7848... 3762.

Consumer: Right.

Officer: Now this part here is for the respondent's details.

Consumer: Who's the respondent?

Officer: The individual person, company or business that you're claiming against. Is the claim against a landlord, tenant, trader or driver?

Consumer: Well, it's a company that sells home appliances.

Officer: So, that's 'trader' then. Just a moment while I write that down.

Consumer: ABC Appliances actually.

Officer: Oh, now, this part is really important. If the respondent is a company you must have the company's full and correct name and registered address.

Consumer: I've looked it up on the Internet and it's ABC Appliances Limited.

Officer: Good. If we don't get this part absolutely right, you won't have a legal claim. And their registered address?

Consumer: Yes, I've got that written down here. Just a minute...it's

um...17 Brown Avenue.

Officer: That's in Bardon, isn't it? I think I know the place—my wife bought a vacuum cleaner there last month.

Consumer: Yes, Bardon.

Officer: Have you got the postcode for Bardon?

Consumer: It's really similar to mine—wait a moment—I'd better make sure I get it right. 4065, that's it.

Officer: And what's the telephone number for ABC Appliances?

Consumer: Oh, um...7232 4681.

Officer: Good. Got that...now, in the third part of this form we get to the actual goods or services that are in dispute. I assume you made a purchase from them?

Consumer: Yes, that's right, on the third of February 2011.

Officer: And did the goods have any sort of guarantee or warranty? Yes, but only for six months. So, it was just a six-month warranty?

Consumer: Yes, they offered me an extended warranty for 3 years but I would've had to pay extra for that.

Officer: Oh, I see. You'll need to give a full description of the goods involved, the nature of the defect or fault and any other relevant particulars...so, tell me, what did you buy?

Consumer: I bought a washing machine...

Officer: Ye..es...but what brand, model and serial number?

Consumer: The brand name was 'Mallard' and it was the 'Whisper' model; serial number...just a moment... I've got the warranty papers in my bag. Yes, here it is, serial number XY303.

Officer: Great. Now I need to know how much you agreed to pay.

Consumer: It cost a thousand pounds.

Officer: Did you trade in your old machine?

Consumer: Yes, as a matter of fact, I did.

Officer: Okay...now what were you given for the trade-in?

Consumer: 250 pounds...

Officer: So, in actual fact, the purchase price you agreed on was 750 pounds?

Consumer: That's right and they delivered the goods two days later on the fifth of March and picked up the trade-in at the same time.

Officer: Now, think carefully about this next question. What did the respondent say about the quality of the goods or the way they would

perform?

Consumer: The salesman who served me at the appliance shop said 'The Mallard Whisper model has a much shorter cycle so it uses less power' —oh, and he added: 'and it will also use less water'.

Officer: Is that true? Well, partly...it does seem to use less water but both the wash cycle and the rinse cycle go on for much longer than my old machine so I don't see how it can use less electricity. But the sales assistant also said: 'This model is whisper quiet'.

Consumer: And is it? No, not at all, it's so noisy we can't hear the television in the next room.